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**From:** Hanchett, James (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MASSMAIL-01/CN=RECIPIENTS/CN=JAMES.HANCHETT]  
**Sent:** 3/7/2012 4:28:52 PM  
**To:** Mary Wiseman [marym@oit.umass.edu]  
**Subject:** RE: Phone Upgrade?

They sometimes lose phone calls and ring with nobody on the line.

Thanks,

Jim

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**From:** Mary Wiseman [mailto:marym@oit.umass.edu]  
**Sent:** Wednesday, March 07, 2012 9:39 AM  
**To:** Hanchett, James (DPH)  
**Subject:** RE: Phone Upgrade?

Hi Jim, we can upgrade them at no charge. And we are upgrading all the 601's building by building.

It may be easier just to put in a trouble ticket and have them replaced that way.  
Is there a specific problem with them that I can put on the trouble ticket?

Mary

**From:** Hanchett, James (DPH) [mailto:james.hanchett@state.ma.us]  
**Sent:** Tuesday, March 06, 2012 10:15 AM  
**To:** 'Mary Wiseman'  
**Subject:** Phone Upgrade?

Hi Mary,

Are the old beige 601 phones being upgrade to the newer phones? We have 2 #545-2607 and # 545-5991 that are old and not functioning very well that should be upgraded.

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